◎ **BELL**SOUTH ®

CLEC TAFI
User Guide

Issue 5 – September 2000

Notices

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I	**REVISION HISTORY**

This document will be updated periodically to reflect changes in the TAFI system that impact the CLEC user. This section will summarize these changes.

Table 1 - Document Revisions

Date	Issue	Changes
3/00	1	Divided the original CLEC TAFI End-User Training and User Guide into two separate documents: the CLEC TAFI User Guide and the CLEC TAFI End-User Training Manual. Updated sections to reflect Release 2000.1
4/00	2	Updated text to reflect changes in TAFI Release 2000.2 along with general enhancements to the Issue 1 version. Specific areas impacted include: 1. Expanded list of definitions found in Table 2 2. Corrected errors in Queue Processing and Supervisor Functions 3. Expanded the TAFI Help option to include on-line system Release Notes
5/00	3	Corrected typographical and cross reference errors found in the previous version. In addition, the following areas now contain updated information: 1. Provided reference Contact Numbers in Section 3.3. 2. Provided additional information in the User Validation area (Section 4.2.4) 3. Expanded Section 6.8, Multiple Trouble Reports, to explain Dispatch-In situations. 4. Supplemented error messages list in Section 11 5. Augmented Subsequent Report information in Section 12.
6/00	4	1. Corrected error in Section 4.2.4 – OCN value is found in the Bill section and not the S&E section of the CRIS record. 2. Updated Title Bar information to reflect full software version numbers will be displayed (see Section 5.3.1.1). 3. Added TAFI Navigation Aid in the TAFI Help section (see Section 5.5.5.1) 4. New menu item added to the Memory Services the options – Multiple Services Triggers (see Section 6.1.5) 5. Revised the Data Trouble report section (6.1.10.1) – replaced the three old data report categories with four new ones. 6. Added BellSouth Voice Mail access number to the Additional Data (Access Numbers) option as shown in Section 9.13. 7. Added the ability for the Supervisor to sort queued reports (see Section 13.3.1).
9/00	5	1. Added a "Notices" page just after the cover page containing the Disclaimer. 2. Updated all footers to remove 'Private/Proprietary' statement and refer reader to the Notices page. 3. Updated Sections 2.1 (Description) 2.5 (Organization) to include DLEC TAFI. 4. Added 'DLEC' to the list of definitions in Section 2.6. 5. Removed "Multiple Triggers" place holder from the Memory Services menu (Section 6.1.5) because the project was terminated.

		because the project was terminated.
		6. Expanded functionality to include processing Line Sharing Data trouble reports entered by DLECs as detailed in Section 14.
		7. Added an error message for TAFI not finding the corresponding telephone number for a LS circuit_id entered by a DLEC in Section 11 (Error Messages / Informational Status).

2   ABOUT THIS GUIDE

2.1   DESCRIPTION

This document provides a comprehensive explanation of how to use the CLEC TAFI system and introduces the user to the various functions available to process a customer's trouble report. Although the system is intuitive by design, the user's proficiency will increase with its continued application in the day to day operation of the CLEC's repair center.

In September 2000 TAFI was enhanced to accommodate the trouble processing capability for Data Local Exchange Carriers (DLECs) processing reports for Line Shared data trouble conditions. This is a unique environment where the DLEC user is limited to only a subset of TAFI's functions. The DLEC reader may wish to start at Section 14 (DLEC TAFI, beginning on page 213) and follow the references to other sections as directed.

2.2   INTENDED AUDIENCE

This guide is written to support the CLEC user as the textbook during the initial training course and then as a reference guide throughout the user's day-to-day operation.

2.3   ASSUMPTIONS

This guide is limited to the mechanics of using the CLEC TAFI system. The following are assumed:

1. The user has a working knowledge of the telecommunications industry and is familiar with the operation of the various products and services obtained from BellSouth.

2. The user has a working knowledge and understanding of terms commonly used in the telecommunications industry. (A list of definitions, abbreviations and acronyms used within BellSouth is provided in Table 2 beginning on page 6.)

3. The user is authorized to use the CLEC TAFI system and has been established as a user in the system (i.e., profiles, access and passwords have been established).

4. The user is familiar with the operation of the terminal and communications equipment used at the CLEC location including how to access the CLEC TAFI system.

5. The user is familiar with his company's M&Ps for processing his customer's trouble reports and can differentiate what information available through the CLEC TAFI system apply.

2.4   HOW TO READ THIS GUIDE

This guide is organized in sections that describe the various aspects of using the CLEC TAFI system. Sections are built on the assumption that the user is familiar with the information provided in the previous sections prior to reading subsequent sections.

The CLEC TAFI system is functionally identical to the TAFI system used by BellSouth (as discussed in Section 3) and the terms "CLEC TAFI" and "TAFI" may be used interchangeably.

In order to assist the user in understanding the information contained in each section, CLEC TAFI screen prints, using the TAFI training database (for most examples), have been provided.

> ⇒ **Note:** although this document will be updated as new major TAFI releases become available, the screen prints will only be updated if the new software version causes a corresponding screen change.

There are a number of acronyms used throughout this guide. These acronyms describe BellSouth systems, common trouble reporting terminology, etc., and the user should have a basic understanding of these terms. The user should refer to Section 2.6, Definitions for a clear understanding of these acronyms.

Finally, throughout each section, this guide attempts to emphasize important information that the user should pay particular attention to. This information is usually brought to the attention of the user in the following manner:

(1)   ⇒ **Note:** Emphasizes important information.

(2)   *Dialogue (between your customer and you or between TAFI and you) is presented in italic type face.*

(3)   Words **bolded in the text** refer to specific field names, sections or functions being discussed.

> **Information in a shaded box indicates critical operational information.**

2.5   ORGANIZATION

This guide is designed for front-to-back printing to conserve paper and is organized as described below:

1.   **Revision History** provides a listing of changes between versions of the document.

2.   **About This Guide** provides an overview of this document, its audience, assumptions, style, and organization.

3. **Introduction** provides a brief introduction to the CLEC TAFI system. It also discusses the types of reports that can be processed via TAFI as well as specific examples of what can not be processed via TAFI.

4. The **General Application Features** outlines information about TAFI windows and how to navigate through them. How to access the system, passwords, user management and the back-up system are discussed.

5. **Getting Started** begins the mechanics of actually using the system including logging on and off the system, screen layout, function keys and on-line job aids.

6. The **Taking Trouble Reports** section provides detailed discussion on the various trouble categories supported by TAFI along with the proper population of the various fields available.

7. **Sample Troubles** are provided in this section to demonstrate TAFI's functionality.

8. The **TAFI User Queue** provides instructions on how the user could work on several customer trouble reports simultaneously.

9. **Additional Data Window** provides the user with the ability to view the various data elements that TAFI accessed to process a given trouble report. TAFI automatically process the given trouble report based upon its internal AI logic and the user does not need to view this information to correctly handle the trouble report.

10. The **Override Function** is detailed in this section showing the various alternative paths for processing a customer's report.

11. During the processing of a trouble report, TAFI may display numerous **Error Messages / Informational Status** messages to the user. This section discusses the most common messages received.

12. Once your customer reports a problem condition, an initial trouble report is generated. Should your customer call back regarding this trouble condition, a subsequent report is generated. How to process **Subsequent Trouble Reports** is discussed in this section.

13. CLEC managers have access to several **Supervisor Functions** within TAFI. How to use these functions is described in this section.

14. The ability for DLECs to enter trouble reports on Line Sharing Data is discussed in **DLEC TAFI** section.

15. **Attachments** provide useful supplemental information.

2.6 DEFINITIONS

The following table provides a listing of definitions, abbreviations and acronyms used in BellSouth's maintenance and repair process:

Table 2 - Definitions

Term	Meaning	Notes
A/C	Access and Commitment window in TAFI	
ACAC	Access Customer Advocacy Center	BellSouth Work Center set up specifically to handle trouble maintenance for long-distance provider companies (such as AT&T, MCI, etc.) serving local end users in BellSouth territory
ACD	Automatic Call Distributor	A telephone system used to route calls to the next available attendant
Agent	In the OSI arena, it is the role played by an individual, organization, or company that is responsible for resolving trouble and any corresponding trouble reports that have been raised or submitted by the Manager.	
AI	Artificial Intelligence	A programming methodology used by TAFI to apply consistent processing of customer trouble reports
AIS	Alarm Indication Signal	Indication that an alarm has occurred at the far end in a point-to-point architecture
AML	Added Main Line	An MLT testing procedure
ANSI	American National Standards Institute	Committee that produces US national standards T1 is that part of ANSI that deals with national standards in the area of telecommunications
AS	Affecting Service	A commitment interval set by the WMC to correct non-designed trouble reports where the customer is <u>not</u> out of service
AVC	Attribute Value Change	In OSI, an automatic notification from the agent's system to the manager's system that provides the last new value of a given attribute as it changes
BAL	Abbreviation for the term *balance*	
BAT	BellSouth Applied Technologies	Group within BellSouth that is responsible for the actual development (coding) of specific software application systems
BC	Bulk Commitment	The lowest priority commitment interval – no longer used in BellSouth
BOCRIS	Business Office Customer Record Inquiry System	An interface used within BST to access CRIS and SOCS records from a single (non-windowing) terminal

Term	Meaning	Notes
BOSIP	BellSouth Open System Interconnect Platform	BellSouth's corporate Transport Control Protocol Internet Protocol (TCP IP) network, which provides local area network (LAN) interconnectivity
BRC	Business Repair Center	An organization within BST to handle BST's retail business customers' trouble reports
BRMC	BellSouth Resale Maintenance Center	The repair center dedicated to CLEC customers (i.e., where CLECs call to report their customer's troubles) Provides the initial trouble receipt and screening functions
BSG	BellSouth Gateway	BellSouth Electronic Communications Gateway
BST	BellSouth Telecommunications, Inc.	Local Exchange Carrier serving a nine state area in the southeastern portion of the USA
BSW	Buried Service Wire	Physical facility used to serve a local end user from a serving terminal
BSY	Abbreviation for the term *busy*	
BTI	Boston Technologies, Inc.	One of several MemoryCall system providers used within BellSouth
Busy speech	Commonly used term for *busy line*	
CAT	CATegory of report	A field used in LMOS
CBDT	Can not Break Dial Tone	Expression for an abnormal condition in the customer's line in which a dial tone still exists in the line after the receiver goes off hook and the user tries to dial
CCC	Routing code to send a trouble report to the After Hours Call Out Center	
CCS	Custom Calling Service	A CRIS term used to signify the vertical services that the local customer has subscribed to
CD	Customer Direct	One of several trouble report categories used in LMOS
CFDA	Call Forward – Don't Answer	The call is routed to an alternate source (i.e., telephone number) if the original party does not answer the call after a predetermined number of rings
CGW	CLEC Gateway	CLEC's Electronic Communications Gateway
CHNL	Abbreviation for the term *channel*	
CKT	Commonly used abbreviation for the term *circuit*	
CLD	Abbreviation for the term *called*	
CLEC	Competitive Local Exchange Carrier	A Local Exchange Carrier (LEC) competing with BellSouth for local services within the nine-state region of BellSouth territory
CLG	Abbreviation for the term *calling*	

Term	Meaning	Notes
CLG-CLD	Calling / Called	Describes the situation where the party reporting the trouble condition is the one who is trying to reach the reported number (and can't) and typically is not the owner of the line
CNMAC	Customer Network MAintenance Center	Operations system that administers several optional or vertical services (such as Memory Call, Caller ID, etc.)
CO	Central Office	Switching equipment used to route local end user telephone calls
COS	Class of Service is a category that represents the type of service that a local customer has. For example: • Residential customer (1FR) - RES • Business customer (1FB) - BUS	Class of Service is represented as COS
COU	Customer Operations Unit	Describes the four customer focused organizations within BellSouth (i.e., Residence, Small Business, Large Business and Interconnection Services)
CPE	Customer Premises Equipment	Privately owned terminal equipment inside the local end customer's premises (such as a PBX, telephone sets, and key sets)
CPNI	Customer Proprietary Network Information	Specific data regarding the features and services that the customer has on his line
CRIS	Customer Record Information Services	Computer system used by the BellSouth Business Office to access customer information profile and billing system
CSR	Customer Service Record	Part of the CRIS data that details the specific features purchased from BellSouth
CUID	Common User ID	Methodology used to uniquely identify users accessing BellSouth systems
CX	Customer eXcluded report	A category of trouble report that is excluded from the count of customer trouble reports for measurement purposes For example, all subsequent reports are CX reports since these reports provide additional information on an existing report and the initial reports are counted for measurements
DA	Directory Service	
DAML	Digital Added Main Line	An MLT testing procedure
DATH	Display Abbreviated Trouble History	An LMOS trouble history summary report for the requested telephone number
DIALS	Direct Inward Access Line Security	A secure access path the BellSouth systems via a dial-up telephone line access (as opposed to a dedicated circuit)
DISP	Abbreviation for the term *dispatch*	

Term	Meaning	Notes
DLEC	Data Local Exchange Carrier	DLECs are a special set of CLECs who provide high speed data connectivity via the Line Sharing technique.
DLETH	Detailed Trouble History Report (LMOS)	Provides detailed information for every trouble report for a given line stored in LMOS
DLR	Detailed Line Record	A report in LMOS providing detailed line information on the specific telephone number
DR	Disaster Recovery	Methodology for providing access to OSSs given the primary path is down (e.g., accessing the Backup CLEC TAFI processor)
DSL	Digital Subscriber Line	An outside-plant piece of equipment where many analog signals are digitized and division multiplexed when placed into a digital facility to be transported jointly downstream
DT	Date / Time	
EB	Electronic Bonding	Synonymous to EC (Electronic Communications)
EC	Electronic Communications	Commonly used term for the Object Oriented Electronic Communications Gateway-to-Gateway services (TA being the first service) used by some CLECS, Regional Bell Operating Companies (RBOCs) and General Telephone (GTE)
EC	Employee Code	Abbreviation used in LMOS to identify a user
EO	Employee Originated	A category of LMOS trouble report where a BST employee, during the course of performing his normal duty, identifies a problem with a customer's line without the customer reporting the condition
ERR	Abbreviation for the term *error*	
EST	Enter Status Transaction	A function in LMOS that allows the user (e.g., HAL) to status a given trouble report
F1 ... F12	Function Keys found on a VT220 Terminal	
FCC	Federal Communications Commission	
FE	Front End	Typically applies to the LMOS processor used to initiate, track and manage customer trouble reports
FECO	Front End Close Out	A term to indicate that initial testing showed that the reported trouble condition no longer exists and that the trouble report will be closed after a predetermined number of hours thus giving the customer time to verify that the reported trouble condition is cleared
FEMF	Foreign voltage (electromotive force)	A DC or AC voltage that appears in the customer line by a crossed cable pair or by induction from power company cables

Term	Meaning	Notes
FIFO	First In, First Out	
FITL	Fiber In The Loop	A special BST project for trailing fiber facilities services to the customer premises or the curb
Flows	Defines the logical processes used by TAFI to analyze and process specific types of customer trouble reports	
HAL	Hands-Off Assignment Logic	System that provides access to and resolves errors from a multitude of back-end legacy systems (LMOS, CRIS, MLT, SOCS, and others) for some front-end systems
Host	Refers to the LMOS host processor that stores archived information about a given line	For example: DLETH reports are created from history data stored on the LMOS host processor while trouble reports are managed on the LMOS FE processor
ICS	InterConnection Services	One of the four COUs dealing with non-retail customers connecting to BellSouth (e.g., CLECs, IXCs, etc.)
IMS	Information Management Service	A security layer controlling access to some legacy systems
IPP	Independent Pay-phone Provider	Call receipt center for processing trouble reports from the Independent Pay-phone Providers
ISDN	Integrated Services Digital Network	A network architecture that, through standardization of user and network interfaces, allows customer access to multiple communication services The basic interface structure consists of two 64 kb/s (kilobits per second) B channels (for voice or data) and one 16 kb/s D channel (primarily for signaling) This basic service is called 2B−D
IST	Intermediate Status Transaction	LMOS TTR status codes
IT	Information Technologies	An organization within BST dealing with computer systems, etc.
ITEW	Initial Trouble Entry Window	The initial screen in TAFI used to initiate a trouble report
IW	Inside Wire	Wiring facilities owned by the end customer
IXC	IntereXchange Carrier	Provider of long-distance services (between LATAs) regulated by the Federal Communications Commission (FCC)
LAN	Local Area Network	A group of computer systems (i.e., work stations, PCs, printers, minicomputers, etc.) dispersed over a limited area and connected by a communications link that enables any device to interact with any other device within the network
LCC	Line Class Code	Code used and maintained in CRIS that signifies the end-customer class of service
LD	Long Distance	

Term	Meaning	Notes
LEC	Local Exchange Carrier	Refers to the local telephone company franchised to provide service in a given geography. The Incumbent LECs (i.e., RBOCs) are referred to as ILECs while the Competative LECs are called CLECs
LIU	Line In Use	
LMOS	Loop Maintenance Operations System	BellSouth Operations Support System used for non-designed (POTS) trouble report management
LPIC	Local Pre-designated Interexchange Carrier	Indicates which carrier (ILEC, CLEC or IXC) is providing local (intralata) toll service)
LXD	Abbreviation for the term *lines crossed*	
M&P	Methods and Procedures	A set of established guidelines that an organization follows to satisfy a given situation
MA	Maintenance Administrator	BST employee in the Maintenance Center (MC) who screens and routes trouble reports that are beyond current BSG or HAL capabilities
Manager	In the OSI arena, it is the role played by an individual, organization, or company that manages troubles and any corresponding trouble reports that have been raised or submitted to the Agent for resolution.	
MAPPER	Utility in LMOS that routes technicians	
MARCH	Computer system that implements CO translations changes	
MDF	Main Distributing Frame	Frame where cross-connections are made between the outside plant and the CO equipment
MLT	Mechanized Loop Testing	Computerized system that performs analog tests on local end-customer lines (also called a customer loop)
MOI	Managed Object Instance	In object-oriented theory, refers to a particular managed object of a managed object class. For example, a specific 1990 Chevy Camaro is an instance of the 1990 Chevy Camaro Managed Object Class
MR	Message Report	Documentation that initiates a trouble report when a TN (Telephone Number) is not available (for example, the customer reported a broken terminal)
NAC	Network Access Controller	A security layer controlling access to BST systems
NAR	Narrative field in TAFI/LMOS	
Navigator	A proprietary BST communications protocol	
NBR	Number	
NIW	Network Information Warehouse	System used to store switch blockage data used by TAFI for trouble analysis

Term	Meaning	Notes
OCN	Operating Company Number	A four-digit, numeric, line-of-business representation for an operating company. A given CLEC company may have more than one OCN value
OPN	Abbreviation for the term *open*	
OS	Out (of) Service	A commitment level provided to a customer who is out of service
OSI	Open System Interconnection	Open interconnection computer mechanism that exchanges information between two arbitrary systems
OSPCM	Out Side Plant Construction Management system	Tracks outside plant construction including the burying of drop wires to a customer's property
OSS	Operations Support System	Internal computer system of a telecommunications company that manages a given service or network. For example, LMOS is the BellSouth's OSS for POTS
PBX	Private Branch Exchange	Customer-owned premise telephone equipment
PC	Personal Computer	
PDB	Pending Dispatch Business	LMOS status indication meaning that a report is waiting for the next available business technician
PDI	Pending Dispatch In	LMOS status indication meaning that a report is waiting for the next available inside (CO) technician
PDO	Pending Dispatch Out	LMOS status indication meaning that a report is waiting for the next available "outside" technician
PIC	Pre-designated Interexchange Carrier	Indicates which LD carrier is providing interlata service to the customers
Ported In	A former CLEC customer, with a CLEC telephone number, who becomes a BellSouth customer, and who was brought from the CLEC switch to a BellSouth switch	PSTAT = I in LMOS TR Mask
Ported Out	A former BellSouth customer, with a BellSouth telephone number, who becomes a CLEC customer, and who moved from its original BellSouth switch to the CLEC switch	PSTAT = O in LMOS TR Mask
POTS	Plain Old Telephone Service	For example, a 1FR (residential flat rate) or a 1FB (business flat rate) telephone service
Predictor	A system used to query CO translations	
Predictor		Computer system used to query CO switch translations
PREM	Abbreviation for the term *premises* (normally for customer's premises)	
Priority Messaging		Expression used for a messaging service application that allows messages to be sent and displayed from a remote host machine
PSO	Pending Service Order	

Term	Meaning	Notes
PSTAT	Ported Status	An LMOS single-letter field designation in several LMOS mask screens (DLR, TR, and others) that depicts the nature of the customer's local service from a BellSouth reference point. For example, an I depicts a service ported-in to BellSouth, an O depicts a service ported-out from BellSouth, and an R depicts a service reclaimed back into BellSouth
RCF	Remote Call Forwarding (C.O. Feature)	The C.O. is programmed to forward calls from the customer's line to another (defined) line. Commonly used to support interim number portability. The BSG will route reports on this feature to the UNE Center for manual processing
RCMAG	Recent Changes Maintenance Activity Group	BellSouth's Work Center for administering vertical services translations in COs
Resale	An ex-BellSouth customer who is physically connected to the BellSouth network for both originating and terminating call processing capabilities and is owned by a CLEC.	This type is not in the PSTAT field because it is not an LNP case
RESH	A fid in the CRIS record indicating Resold service	RESH is followed by the 4 digit OCN value to identify the CLEC owning the account
RFC	Abbreviation for the term *referenced*	
ROH	Receiver Off hook	The customer's line is busy
ROL	Recording On Line	Testing-results condition of a recording on a customer's line after dialing Is checked in CRIS for a possible non-payment condition
RRC	Residence Repair Service	Organization within BST to manage BST's retail residential customer's trouble reports
RST	Recent Status Transaction	A function in LMOS that allow the user (e.g., HAL) to view the current status of a given trouble report
RTE	Abbreviation for the term *route*	Also an LMOS code that sends a given trouble report to an LMOS location to be picked-up by a technician and resolve this trouble
RTOC	Real Time Operations Center	BellSouth's Work Center for internal network problem resolution
Screen	The process of analyzing available data from multiple sources and determining (and activating) appropriate trouble resolution procedures to resolve customer troubles	
SME	Subject Matter Expert	Individual with a specific field of expertise
SNECS	Secured Network Element Contract Server	Peer-to-peer computer interface between HAL and the Predictor and MARCH back-end systems
SO	Service Order	Document used by BST to initiate/modify a local end-user service

Term	Meaning	Notes
SOCS	Service Order Control System	Computer system used by BST to keep track of the local service-order process
SPOC	Single Point Of Contact	Individual who is responsible for a complete Work Center unit to assist outside companies and customers in recording and following up on reported problems in a given service or network facility
T1	Telecommunications	ANSI nationally accredited organization to create interconnection and interoperability standards for the United States telecommunications networks
TA	Trouble Administration	ANSI T1.227 & T1.228 Object Oriented (OO) Gateway-to-Gateway service to administer telecommunications trouble reports
TAFI	Trouble Analysis Facilitation Interface	The man-to-machine user interface used to process non-designed customer trouble reports in BellSouth
TE	Trouble Entry	Refers to the initial screen in LMOS to initiate a customer trouble report
Telnet	A communications protocol used to communicate with character based systems over BOSIP	
TN	Telephone Number	
TOK	Tested OK	MLT test result signifying that the local customer's line is in good working condition after a full test was completed and verified
TR	Trouble Report	Refers to the report screen in LMOS
TRBL	Abbreviation for the term *trouble*	
TTR	Telecommunications Trouble Report	Object in the ANSI T1.227 & T1.228 standards that contains the information to be shared at the gateway-to-gateway interface through the trouble resolution process
USOC	Universal Service Order Code	Used to identify specific products and services provided by BellSouth
VLTG	Abbreviation for the term *voltage*	
VRG	Video Repair Group	BellSouth's specialized repair center for video services
WATS	Wide Area Telephone Service	Special BST service for customers (mostly business) desiring a wider local calling area
WFA	Work Force Administration	BellSouth's Special Services OSS
Win Back	A BellSouth customer, with a BellSouth telephone number, who was ported out to a CLEC and now has returned to BellSouth with the same telephone number, and who was returned to the BellSouth switch of origin	PSTAT = W in LMOS TR Mask

Term	Meaning	Notes
WMC	Work Management Center	The BellSouth center that manages (load and control) the dispatch of resources according to the daily workload for a given geographic area